

DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

P.O. Box 1947
 Sacramento, CA 95812-1947
 (916) 576-7109
 (916) 263-1406 (FAX)
 (916) 263-1402 (TDD)

**PROGRAM GUIDANCE****PG 11-05**

Issue Date:	August 19, 2011
Expiration Date:	Until Rescinded or upon addition to contract
TO:	Energy Program Contractors/Service Providers
SUBJECT:	New Requirements for Documenting No Proof of Income
PURPOSE:	<ol style="list-style-type: none"> 1. To explain the new requirements for certifying clients who have no proof of income 2. To reinforce the expectations regarding client file documentation for clients with no proof of income
REFERENCE:	Department of Energy (DOE) Weatherization Program Notice 10-18
EFFECTIVE DATE:	September 15, 2011
Guidance:	<ul style="list-style-type: none"> • Agencies will require the new Community Services and Development (CSD) Form 43B be completed by all adult household members (18 years and over) who claim no proof of income in the month prior to intake or who cannot provide proof of income. • If these individuals are coming in under any DOE program, the CSD 43B must be notarized. (See “Exceptions” below) • The use of the CSD 43A (“Declaration of No Income”) is discontinued for all programs. • In accordance with CSD <i>Income Eligibility and Verification Guide</i>, proof of income for countable, non-countable, and undocumented sources must be included in the client file. If the household member discloses monthly household expenses; however, does not disclose how they are covering all of their monthly household expenses, then the agency may deny the application on the basis that it is incomplete.
Background/Intent:	DOE, in its review of states’ programs, found what it considered to be excessive use of no proof of income claims, without sufficient documentation to show that contractors had investigated these claims adequately. As a result, DOE issued Energy Weatherization Program Notice 10-18, requiring notarization of statements claiming no proof of income, but only after attempts at identifying and verifying income have been exhausted.
Exceptions	After all attempts to document income eligibility are exhausted, and the agency absolutely cannot obtain a notarized self certification statement, the Executive Director may sign and date the CSD 43B.
Purpose of the CSD 43B	<p>The new CSD 43B serves three major purposes:</p> <ol style="list-style-type: none"> 1. It helps clients “think through” the various types of income they may receive, even if it is not traditional income from employment. 2. It helps agencies determine a client’s eligibility and serves as a record that the agency has attempted to meet DOE’s requirement to “exhaust all avenues of documenting income eligibility.”

	<p>3. The completed document in the client file creates a more complete picture of client eligibility for monitors and auditors who view the client file in the future.</p>
How to Use the CSD 43B	<ul style="list-style-type: none"> • Nothing on the CSD 43B is intended to override anything in the CSD <i>Income and Eligibility Verification Guide</i>. The form is intended to assist agencies in making and documenting the final determination. • Section 1 requires the client to consider any common sources of countable income. If client marks “Yes” for any item in Section 1, income would likely be counted and documentation included in the client file, as they would normally. The CSD 43B will <i>not</i> need to be notarized, since income has been identified and proof of that income has been obtained. • Section 2 requires the client to consider any common sources of non-countable income. Though non-countable, by identifying the income, the agency is able to answer the question of how a client is meeting household expenses. The CSD 43B will <i>not</i> need to be notarized, since income has been identified and proof of that income has been obtained. • Section 3 requires the client to indicate monthly household expenses and how they are paying their monthly household expenses. If the client indicates that they have monthly expenses; however, has no proof of income and has not provided adequate information to substantiate means for covering monthly household expenses then the agency may deny the application. • The CSD 43B must only be notarized if the client completes the CSD 43B and identifies no source of income or cannot provide proof of income. • Agencies are reminded to use the LIHEAP list of “Countable and Non-Countable Income” whenever possible to help clients identify any countable income. CSD has previously instructed agencies to use the LIHEAP definition of countable and non-countable income for determining income eligibility for both DOE and LIHEAP clients.
How This Guidance Applies to LIHEAP	<p>Contractors should remember that the notarization requirement does not apply to individuals coming in under the LIHEAP program, with one exception:</p> <ul style="list-style-type: none"> • If a household qualifies for LIHEAP assistance, then is immediately referred to the DOE program for weatherization, their (un-notarized) CSD 43B will travel with them and must be placed in the client file • But, if too much time passes and the household’s income needs to be re-certified for DOE weatherization, then contractor must follow the same rules applied to DOE for documenting no proof of income.
Agency Notaries and Reimbursement	<p>To prevent the applicant from bearing the cost of a notary, CSD encourages each agency to have a staff member certified as a notary to provide notary services at no cost to the applicant.</p> <ul style="list-style-type: none"> • All costs incurred by the agency to train and certify an agency employee (or employees) to become a notary, as defined by the California Secretary of State’s Office, shall be charged to training and technical assistance. • Actual costs incurred for processing individual notarizations for DOE clients shall be charged to intake. • Costs incurred by a client who pays for independent notarization may not be reimbursed to the client. • If an agency elects to subcontract notarization services to a private notary, actual costs of notarization shall be charged to intake.
Attachments and References:	<ul style="list-style-type: none"> • CSD 43B (8/19/2011) • Department of Energy Weatherization Program Notice 10-18

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- 2011 LIHEAP and Eligibility Guide *will be updated soon to reflect the changes in this guidance*

Questions?

Please contact your assigned Field Representative with any questions or concerns regarding this guidance.